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Comment on:
CG Docket No. 05-231
ET Docket No. 99-254.

When closed captions are actually displayed, are in-sync, are not garbled, do not skip/bounce, the non-technical aspects (spelling, accuracy, grammar, punctuation, etc.) is generally pretty good (95-98%).

The problem is that closed captions are VERY OFTEN not displayed, when displayed they are not in-sync, they often skip and bounce and the broadcaster (WJLA for example, has significant problems with cc sync), the cable provider (Comcast) and the FCC are not interested in investigating any issues and they are not interested in fixing whatever the problem is--I am extremely disappointed in the FCC's handling of my complaint (10-C00233035-FC).

On Demand programming (via Comcast's VOD) has programs that are NOT captioned when the original broadcast was closed captioned (BBC America is the worst), the SD VOD program will be captioned but the HD VOD program is not captioned or the captions disappear 10-15 minutes into the program--either never to be seen again or to begin displaying 3-4 minutes later and then disappear again. None of the VOD program descriptions display the "cc" logo so one has no idea if the programming is closed captioned.

Certain broadcasters NEVER close caption their programming--for example NBC Universal Sports (UNVSP Comcast channel 207), MGMHD (Comcast channel 892), RTN (Comcast channel 205), etc.--and after 9 months of working with Comcast with no resolution, I can only conclude that Comcast has NO interest in fixing this and other closed captioning issues.

The implementation of the technology for closed caption options via cable providers' cable boxes just boggles the mind because the closed caption options are very often accessible only via hidden menus that are both not widely documented but also extremely difficult to access and often don't work the way they are supposed to--the FiOS Motorola cable boxes are the most difficult to access in my experience.

ENT captioning is TERRIBLE and should NEVER be used.

In my opinion and experience digital closed captioning is worse than the previous analogue closed captioning with the promise of better, more flexible closed captions unfulfilled.